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Final Copy of Case Study

YEAR:
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STATUS:
Laureate

Organization:
New York City Police Department

Organization URL:
www.nyc.gov/html.nypd

Project Name:
Capgemini an NYPD Property and Evidence Tracking System (PETS)

What social/humanitarian issue was the project designed to address? What specific metrics did you use to measure the project's success?

Today's citizens expect local police departments to operate as efficiently as possible in pursuit of effective law enforcement. The New York Police Department (NYPD) is no exception. It is one of the world's largest public law enforcement agencies, with approximately 55,000 personnel safeguarding 8.3 million people. However, its ability to safeguard, store, produce, return to legal owners, or legally dispose of all property coming into its custody was being hindered by outdated, labor-intensive processes. Its Property Clerk Division (PCD), which manages an inventory of more than 10 million pieces of property and evidence stored across the five boroughs of NYC, was reliant on a mainly paper-based solution, in place and largely unchanged for over 100 years. A key issue resulting from this manual approach to managing and tracking property was that valuable data could not be easily accessed through any electronic means to be utilized in NYPD's fight against crime. NYPD recognized, that in our digital age, this situation could not continue. It worked with Capgemini to build and deploy an automated Property and Evidence Tracking System (PETS) that allows the NYPD to identify, locate, track, and route property and evidence. This was an entirely new and innovative way of working for the PDC. Many factors contribute to the erosion of security, and the environments the NYPD operate in are characterized by high rates of crime and unemployment, socio-economic instability, political unrest, and rising levels of street crime, break-ins, drugs, homicides, and carjackings. The PETS system enables NYPD to enhance its crime reduction strategies and facilitate data mining throughout department units. The

efficiency of PETS allows NYPD to spend more time keeping the streets safe and protecting the citizens of NYC, providing better quality of life for those in the city.

Please describe the technologies used and how those technologies were deployed in an innovative way. Also, please include any technical or other challenges that were overcome for the successful implementation of the project.

Capgemini's automated PETS solution is enabled by SAP. It consists of a superior combination of industry-leading processes and technologies. Capgemini applied commercial industry best practices in the materials management and warehouse management areas to the government/public sector: SAP offers a tier one, fully integrated application software solution. Its best practice business processes are used by 80% of Fortune 500 companies worldwide. The solution includes an IBM DB2 database, a leader in total system availability, scalability, and security. The PETS application is delivered on a state-of-the-art IBM z10 mainframe computer platform, dedicated to the SAP solution at NYPD. It integrates with other key NYPD applications to reduce data redundancy, improve efficiency, and help ensure data accuracy. A key challenge for the project team was how to transition employees from paper-based to fully automated processes. Collaboration and training were key. Only by working together were NYPD PCD, NYPD MIS Division, Capgemini, and SAP assured of success. Capgemini adapted its standard, proven implementation methodology to be effective within the NYPD culture and environment. In addition, more than 25,000 NYPD invoicing officers have received PETS training to date. The system: fully automates existing PCD processes; utilizes industry-leading document imaging software (Open Text) to improve accountability, and preserve the chain-of-custody; uses automated controls and workflows to help ensure compliance with PCD policies and procedures; automates key NYPD warehouse functions by identifying property, property picking, put-away, and staging locations; leverages barcode and handheld technologies to extend PETS functionality into the field; includes a multi-part XML-based interface designed to integrate PETS with current and future Internet auction vendors; extends property and evidence data across the NYPD; incorporates custom online help files and interactive software demonstrations to assist end users.

Please list the specific humanitarian benefits the project has yielded so far.

The PETS SAP application was delivered on time and on budget. Users benefit from a focused approach to training that has ensured they derive maximum value from the system. Capgemini worked directly with NYPD's Computer and Specialized Training Unit to develop an end-user training curriculum and lesson plans. Capgemini conducted multiple train-the-trainer sessions to bring more than 16 NYPD trainers up to speed, and remains available to support a 16-hour day training schedule, five days a week. The PETS fully replaces and automates existing PCD processes and is accessed via an extremely end-user friendly web browser from anywhere within the NYPD network. The functionality provided met, and in some cases exceeded, the original project expectations. The proof of the joint success is evident: - PETS is live in over 125 invoicing commands. - Over 253,000 invoices have been created in PETS by NYPD police officers across all five boroughs of New York City. - PCD warehouse and auto pound staff are using handheld computers to execute PETS warehouse functions on a daily basis. - More than 50 PCD processes and 40 PCD forms or logs have been automated by PETS. - More than eight unique controls and workflows are in place to help to ensure compliance with PCD policies and procedures. - The PETS database is available for integration with other NYPD data warehousing/data mining applications. - The cradle-to-grave life cycle of property and evidence invoiced in PETS is visible upon demand. From the moment an invoice is created, all related actions and movements (who, what, where, when, and why) are captured up until the moment the invoice is closed. - The average time to create a single invoice has been reduced from 15 minutes to 7 minutes.

Please provide the best example of how the project has benefited a specific individual, enterprise or organization. Feel free to include personal quotes from individuals who have directly benefited from the work.

"The PETS solution has improved productivity within the department due to the automation of the manual processes. We chose Capgemini for this project, in part, due to their vast experience in SAP implementations that have been customized to their clients' needs. They've customized a solution for the NYPD that has allowed us to completely digitize our evidence tracking process, which has not only given us a clear view of the data in our system, but has also freed up the time of our law enforcement teams so that they can focus on protecting and serving the citizens of NYC." - James "Jim" Onalfo, Deputy Commissioner and Chief Information Officer, Office of Technology and Systems Development, New York City Police Department.